

**MARYLAND HEALTH CARE COMMISSION**  
**Long Term Care Policy and Planning Division**  
**4160 Patterson Avenue**  
**Baltimore, Maryland 21215**

**PROCUREMENT ID: MHCC 11-002**

**ISSUE DATE: April 6, 2010**

**TITLE: Maryland Hospice Survey Project**

**I. Purpose**

The Maryland Health Care Commission (“Commission”) is soliciting bids for technical support for the web-based hospice data collection process that supports policy development for hospice services for state health planning, policy analysis, and Certificate of Need programs.

**II. Background**

The Commission is an independent state agency whose responsibilities include: developing the State Health Plan for Health Care Facilities and Services, which guides decision-making under the Certificate of Need program and the formulation of key health care policies; administering the Certificate of Need program; administering a system of annually evaluating the quality and performance of HMOs, nursing homes and other long term care (LTC) providers, hospitals, and ambulatory surgery facilities that operate in Maryland.

The Commission requires data describing the characteristics, financing, and utilization of hospice services to:

- Develop and maintain an accurate inventory of hospice providers and available services;
- Analyze trends in utilization of hospice services, including data on how Maryland experience compares to other states and national patterns of hospice use;
- Forecast future need for hospice services for the State as a whole and each of Maryland’s 24 jurisdictions;
- Develop the State Health Plan to guide the future development of hospice services in Maryland; and
- Provide public information for consumer use on the characteristics and performance of hospice programs.

There are currently 30 hospice programs operating in Maryland. Most of them (27 programs) are licensed as general hospices; the remaining three are licensed as limited license hospices. Maryland hospices serve approximately 18,000 clients each year.

### **III. Scope of Work: Major Tasks and Specifications**

The purpose of this project is to obtain assistance in accessing and updating, or developing as appropriate, an online web-based survey process to collect annual statistics from Maryland hospice providers. The survey instrument must be designed to capture data on hospice operating characteristics (e.g., agency type, ownership, Medicare certification), inpatient and residential hospice facilities, hospice patient volume (e.g., average daily census, average length of stay, Maryland county of residence), patient demographics, and selected data items from the Medicare Cost Report. (Refer to Attachment 1) The content and format must be reflective of the health care system characteristics.

#### **A. Develop a Web-Based Survey Instrument**

1. Develop a web-based survey instrument that complies with Commission specifications.
2. Develop survey completion instructions to match the survey instrument.
3. Pre-populate selected survey fields with data provided by the Commission.
4. Assure that input screens are user-friendly, include drop-down boxes for easy selection of codes, and include links to instructions and definitions for each data item based on Commission specifications (Refer to Attachments 1 and 2).
5. The survey must be designed to force appropriate answers wherever possible, check for validity and completeness, cross-check answers, and make calculations where appropriate to ensure the cleanest data collection possible and eliminate or minimize the need for data cleaning post-survey.
6. The survey access period will be defined by the Commission and needs to close by the due date for the provider unless Commission staff has granted more time to make corrections.
7. Pilot-test the survey instrument at up to five hospice programs.
8. Make corrections as necessary to the survey instrument in consultation with the Commission and hospice providers designated by the Commission.
9. The vendor will provide login capability for Commission staff for final testing of the survey and review of functionality
10. Development and testing of the survey to occur on vendor-owned software and hardware which must conform to the standards set forth in Appendix 3.
11. Provide technical assistance to clients who have issues with data submission during the contract period.
12. Provide technical support and make necessary corrections or enhancements to the application during the contract period.

## **B. Manage Survey Tracking/Rejection/Corrections**

1. The vendor will need to track the status (timeliness and completeness) of survey submissions by the providers.
2. The vendor will provide a mechanism for alerting providers who have not completed Part I and Part II of the survey within the specified timeframe.

## **C. Data Analysis and Table Generation Based on Survey Collection**

1. Output a database suitable for data analysis with the Part I and Part II data survey submissions. Allowable formats are Excel, Access, and SAS.
2. Prepare a data dictionary and codebook to accompany the hospice database.
3. Develop programs to organize the data to the National Data Set (NDS) required format and submit the data to the National Hospice and Palliative Care Organization (NHPCO) for Maryland providers.
4. Develop programs to manipulate the data into a user-friendly public use dataset.
5. Develop programming to perform data analysis and generate reports required by Commission staff. SAS is the preferred programming language.
6. Develop data analysis and table generation programs and implement updates to all analysis and table programs annually as needed.
7. Develop programs which provide an annual trend analysis of hospice data, including tests of significance comparing data for the prior three years, or as directed by the Commission.
8. Develop programs to generate hospice tables in the format needed for the Commission Long Term Care Website. The format will be provided by the Commission.
9. During weekly conference calls the vendor will provide status reports on survey progress, data processing and analysis.

## **D. Data Delivery**

1. The vendor will develop a timeline in consultation with Commission staff on survey submission, analysis and table generation delivery dates.
2. Web-based hospice survey application and files developed according to Commission specifications, including user instructions, definitions, and validity and completeness checks as specified above in A.
3. Hospice analysis database specified above in C.
4. Data dictionary and codebook to accompany the database.
5. Programs to generate the files in the NDS format and the NDS files and submission of these files to the NHPCO.
6. Programs to generate the files into the public use format and the public use files.
7. All programs developed for data analysis and table generation and all resulting tables and files.
8. All trend analysis programs and resulting files.

9. Provide a selected subset of data specified by the Commission from the hospice survey in a format suitable for a Long Term Care website.

#### **IV. Ownership of Web Application files, Data, Programs, Reports**

All programs, web application files, queries, views, reports, tables, databases, data files, and documentation developed by the successful bidder in the course of performing its duties and obligations under a contract resulting from this solicitation shall be deemed to be owned by the Commission. The ownership provision is in consideration of the project's use of public funds in collecting or preparing such data, information, and reports. These items shall not be used by the vendor for any independent project of the vendor or publicized by the vendor without written permission of the Commission. Subject to applicable State and Federal laws and regulations, the Commission shall have full and complete rights to reproduce, duplicate, disclose, and otherwise use all such data, information, and reports. At the termination of the Contract, the vendor shall make available all such data, information, and reports to the Commission within thirty (30) days following termination of the contract or such longer period approved by the Commission.

#### **V. Timetable and Deliverables**

<b>Tasks</b>	<b>Due Date</b>
Develop web-based survey using Commission specifications and agreed upon survey structure, database structure, and reporting requirements.	July-August, 2010
Develop survey instructions and project timeline.	August, 2010
Develop online survey and data entry screens	August-September 2010
Review survey application and make modifications as necessary to finalize survey application, instructions, resulting data tables, tracking system in consultation with Commission	September- October 2010
Conduct internal testing of survey and provide time for Commission testing	December 2010- January 2011
Develop programs and edits to conduct survey for Part I and Part II data	January 2011
Conduct data collection, monitoring and follow-up	February-April 2011
Provide help desk and technical assistance to clients during data collection	February-April 2011
Data cleaning, error follow-up, production of final data base	April-May 2011
Develop data dictionary and data codebook	April-May 2011
Deliver NDS data to NHPCO	June 2011
Create reports: public use dataset; statistical	June 2011

analyses; user's guide	
Conduct weekly conference calls with Commission	July 1, 2010-June 30, 2011
Deliver Access database, public use files, and other specified final products	June 30, 2011

The contract will begin on or about July 1, 2010 and will end June 30, 2011.

## **VI. Bid Submission**

An offeror's proposal should be submitted on business stationery and include a brief statement of the approach to meeting the scope of work, the capabilities and experience of the organization and project staff, experience in working with both state and national (NHPCO) hospice data, and the price. The letter should be signed by an individual authorized to bind the firm to all statements, including services and price to remain fixed during the contract period. The names and telephone numbers of three references should be provided in the letter. The issuing office for this solicitation is the Maryland Health Care Commission, Attention: Ms. Sharon M. Wiggins, Procurement Officer. In order to be eligible for consideration, the bid must be mailed to the Commission office, 4160 Patterson Avenue, Baltimore, MD 21215 or **e-mailed to [swiggins@mhcc.state.md.us](mailto:swiggins@mhcc.state.md.us) by Tuesday, April 13, 2010 at 4:00 p.m. (local time)**. Vendors mailing proposals should allow sufficient mail delivery time to ensure timely receipt by the Commission.

## **VII. Procurement Method**

The procurement method for this solicitation is a small procurement as described in the Code of Maryland Regulations (COMAR 1.21.05.07). The maximum award allowed under these regulations is \$25,000.

## **VIII. Basis for Award**

The vendor with the most advantageous offer to the State will be awarded the contract. This contract is solicited in accordance with COMAR 21.05.07, Small Procurement.

## **IX. Financial Proposal**

Billing under this contract may not exceed \$25,000.

**MINORITY BUSINESS ENTERPRISES ARE ENCOURAGED  
TO RESPOND TO THIS SOLICITATION**